



# Medical Front Desk Clerk 1

## Job summary

The primary responsibility of this position is to be first point of contact for visitors, families, and employees at the Center. The [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) is responsible for greeting members, families, visitors and employees in person and over the phone, updating medical insurance, collecting and tracking therapy plan of care documents, scheduling appointments, collecting co-pays and general administrative support for the therapy department and administrative support for the agency.

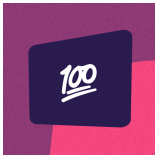
## Responsibilities

- Answer front desk telephone, screen and direct calls, take and relay messages as needed.
- Greet all visitors, employees and families entering the Center in a positive and professional manner.
- Give all visitors visitor badges to wear while on property.
- Sign-in packages delivered to the Center and notify staff of delivery.
- Maintain knowledge of all services to provide accurate and timely information to callers and visitors.
- Maintain a tidy and professional appearance of the reception area.
- Proficient use of the Microsoft Office applications specifically including Word and Outlook.
- Work as a team on a daily basis.
- Write letters and email in a professional manner.
- Greet guests in a professional and courteous manner.
- Other duties as necessary to achieve departmental and agency goals for the location.
- Maintain confidentiality.
- Demonstrate Company's Values.
- Maintain consistent attendance.

## Requirements

- Knowledge of administrative and clerical procedures
- Knowledge of effectively using phone system as a receptionist
- Solid organizational skills
- High School Diploma or GED
- One-year administrative experience, preferably as a medical receptionist

# Medical Front Desk Clerk 2



## Job summary

Join our team, as an experienced [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) at a private practice and you'll be at the forefront of providing quality patient care! At our office, you'll join a team of innovative and accomplished providers, surgeons, and clinical care staff.

The perfect candidate for this position is energetic, punctual, has strong customer service and computer skills and has at least two years of experience in healthcare front office operations. Medical billing experience is a PLUS!

## Responsibilities

Reach out to non-return patients as well as potential patients regarding future scheduling.

Ability to obtain all required documents from patients, ensuring accurate completion.

Receive and check-in patients upon arrival to clinic, and assist in patient departure by providing future scheduling to patient, and checking-out patient.

Collect and process payments as requested.

## Requirements

Ability to accurately account for all hours worked

The ability to maintain friendly, cordial relations with all clients and employees; maintain a positive work atmosphere by acting and communicating in a manner that results in a positive work relationship with customers, co-workers and managers.

Ability to comply with standards of operations

Ability to adhere to the Core Values of the Company

## Medical Front Desk Clerk 3

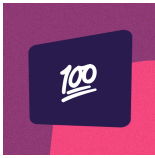
### Job summary

The [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) will work in a team environment and is responsible for handling front desk administration duties, including greeting patients, answering phones, patient scheduling, and frequent contact with the billing department. The position requires strong customer skills with an ability to maintain friendly and professional relationships with patients and employees.

### Responsibilities

Greet patients and visitors - in person or on the telephone - answering or referring inquiries.

Check patients in - updating demographic, medical, insurance or financial information - pull charts, and prepare for provider.



Schedule appointments, maintaining the efficiency of the schedule while providing excellent care to the patient.

Collect charges - controlling credit extended to patients, filing, collecting and expediting third-party claims.

Provide excellent attention to patient's needs, answer patients questions, and provide appropriate information about the practice.

Be prepared to assist patients during emergency situations.

Protect patient's rights by maintaining confidentiality of personal and financial information.

Maintain business office inventory and equipment.

## Requirements

Excellent attention to detail.

Excellent customer service skills.

At least 2 years of experience working in healthcare and with insurance preferred.

Be highly organized and able to handle a variety of tasks and responsibilities in an efficient manner with a high level of quality and energy.

Ability to thrive in a fast-paced environment.

Ability to maintain confidential employee and company information.

Ability to understand and follow oral and written instructions and work independently.

Apply exceptional communication skills to interact with patients and schedule appointments and surgeries.

Proficiency in MS Office (Word, Excel, PowerPoint; Outlook).

## Medical Front Desk Clerk 4

### Job summary

We are seeking a Medical Front Desk Clerk. A [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) will be responsible for checking patients in and out for their ophthalmic/optometric visits, verifying and collecting insurance authorizations, handling referrals, scheduling appointments and in and out bound phone calls as well as computer input.

### Responsibilities

Provide gracious, thorough and efficient care to meet the patients needs via face to face communication, phone, email or fax.

Follow all procedures for complete and accurate check in and check out of patients.

Schedule return appointments and set up reminder notifications.

Collects patient data involving medical, demographic and insurance information.

Identify, research and resolve all customer requests.



## Requirements

Minimum of a high school diploma.

Previous experience of one or more years in an eye practice/medical practice is preferred

Bilingual, Spanish/English preferred

Must have the ability to establish confidence and trust with patients

Must have the ability to remain calm and professional under pressure or stress.

Have the ability to provide excellent customer service, communication, telephone and grammar skills.

Must have an empathetic and compassionate manner.

Knowledge of insurance plans and referrals is required.

Basic computer knowledge of Microsoft Office required.

Ability to perform as part of a team as well as work independently.

## Medical Front Desk Clerk 5

### Job summary

We are looking for a [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) that is interested in working in a fast-paced clinic environment! This position would play the role of the first point of contact for all patients and will be assisting in various clinic responsibilities.

### Responsibilities

Check in all patients in a timely manner

Ensure that all necessary documents are completed fully and correctly by the patient

Answer all incoming phone calls and direct to the appropriate contact if you cannot fulfill their request

Turn in all money collected to the clinic supervisor at the end of the day

Maintain authorization forms

Take verbal authorizations and fill out any necessary forms

Coordinate authorization forms with various employers seeking our services

Verify all personnel insurance

Keep record of an insurance cards and other information related to the policy

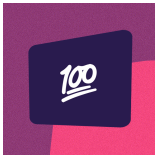
Collect appropriate payment before visit

Maintain office supplies and submit any needed orders

Check mailbox daily and send out any pending mail

Keep work area clean and organized

Securely maintain any confidential documents or files



## Requirements

- High School Diploma or equivalent required
- Previous office experience and/or experience in medical field highly preferred
- Occupational medicine experience is a plus!
- Must be dependable and reliable
- Should be able to work as team with other clinic staff
- Multitask and follow instructions in a fast paces environment
- Must be able to pass a DISA Drug Screen and Background Check

## Medical Front Desk Clerk 6

### Job summary

Seeking a [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) to provide support to one of our four mental health offices. The ideal candidate will have excellent communication skills and will enjoy working with people. This candidate will be well organized, punctual and take direction well.

The position is responsible for answering phones, completing client intakes, collecting client information and insurance verification, checking in clients and scheduling clients in a community mental health setting.

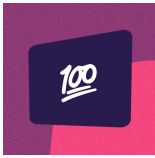
The ideal candidate will be self-motivated, able to work with minimal supervision and will have excellent phone and computer skills. They will be detail oriented, able to multi-task and take on additional duties when requested. The ideal candidate will have experience in medical, dental or mental health (or related setting) administrative support.

### Responsibilities

- Answer incoming calls in a mental health agency
- Schedule clients in the Electronic Medical Record (Carelogic)
- Check clients in for medical and clinicians
- Gather required documentation on client information
- Insurance verification
- Intake and new client set up

## Requirements

- Previous office experience in related field
- Compassionate and caring demeanor
- Ability to build interact with clients in a pleasant and professional manner
- Excellent written and verbal communication skills



Ability to work independently and take direction

Punctual and reliable

Ability to handle multiple tasks at one time

Computer skills a must

Customer Service experience required

## Medical Front Desk Clerk 7

### Job summary

In this [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) role, you will have the opportunity to focus your customer service skills on providing a stellar patient experience. That patient experience includes warmly welcoming and interacting with all individuals who enter the Clinic, respectfully collaborating with all your colleagues, going the extra mile to ensure all your administrative duties are carried out in a timely and accurate manner, and wishing people a fond farewell as they exit, or as you conclude a phone call. Typical duties will include patient check in procedures, insurance verification, managing incoming phone calls, and general office work.

### Responsibilities

Welcome people as they enter the clinic.

Communicate anticipated wait times and/or delays.

Check-in our patients (including verification of demographic and insurance information)

Complete patient registration from walk-in patients

Collect all patient out of pocket responsibilities (i.e., deductibles, copays, co-insurance, etc.)

Schedule next appointment for patients at check out, i.e., cast and measure, delivery, follow up, or prosthetic care plan appointments.

Answer incoming calls

Act as a [concierge](https://100hires.com/concierge-job-description.html) of clinic services (including assistance in patient experience programs, support groups, and other resources)

Maintain accurate and complete electronic healthcare records on our patients.

### Requirements

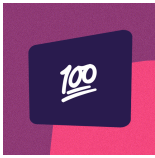
High school education or equivalent.

A valid driver's license.

Experience in a medical office.

Experience with EMR systems (NextGen).

Working knowledge of state, federal, regional collection and reimbursement laws, HIPAA and other medical insurance regulations and terminology for private payer, state and federal plans including coding, billing and reimbursement



protocols.

Ability to key 40 words per minute with accuracy preferred.

## Medical Front Desk Clerk 8

### Job summary

As our patients' first point of contact, you'll be the friendly face and voice of Company, providing world class customer service, and patient support. We'll rely on you to listen to our patients and use your real passion for customer service and patient care to meet their needs. We not only want you here to help assist requests, but more importantly to provide an incredible patient experience. The ideal [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) will be a self-motivated, multi-tasker, who is ambitious and detail oriented.

### Responsibilities

Welcome patients as they contact the center personally or by telephone.

Schedule and confirm all patients' appointments.

Work closely with staff to assure smooth patient flow and cut down on waiting time.

Scan all necessary documents into patient's file.

Handle patient conflict and communicate patient's problem/complaint to the office case manager.

Ability and willingness to treat all patients with the utmost kindness and consideration in the most trying situations.

Other related duty as the job requires.

### Requirements

Must demonstrate consistent professional conduct and meticulous attention to detail.

Must possess excellent verbal and written communication skills as well as interpersonal skills with patients and staff.

Critical thinking skills and a positive attitude essential.

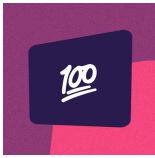
Computer skills and knowledge of office software packages.

## Medical Front Desk Clerk 9

### Job summary

As our highly visible Medical Front Desk Clerk, you'll be patient's first touch and are responsible for gathering important information for their visit and providing an exceptional patient experience.

### Responsibilities



Welcomes patients and visitors with a positive, warm disposition

Schedules appointments in person or over the phone

Checks patients in and out

Answers all patient questions; maintains the reception area

Ensures availability of treatment information by filing and retrieving patient records

Maintains patient accounts by obtaining, recording, and updating personal and financial information

Performs all insurance and benefits verifications and pre-authorizations

Prepares medical records

## Requirements

High School Diploma or GED required

Detail oriented, reliable and able to multi-task in a fast-paced, high-volume work environment

Excellent verbal and written communication skills

Medical Front Desk Experience preferred

## Medical Front Desk Clerk 10

### Job summary

We are seeking a [Medical Front Desk Clerk](https://100hires.com/medical-front-desk-clerk-job-description.html) to become a part of our team working in the urgent care/primary care setting. Your main focus will be providing high-quality patient care as part of a healthcare team. You will work within the scope of the medical protocols established by the company and within the scope of duties assigned, to provide prompt, comprehensive and competent medical care. The ideal candidate is an experienced medical [front office receptionist](https://100hires.com/front-office-receptionist-job-description.html) or assistant who has two years of customer experience, works well with others, and has a positive experience with patient care.

### Responsibilities

Greets patients in a polite, prompt, and helpful manner.

Ability to check patients in and out at the front desk to ensure patient flow and when needed

Consistently communicates with patients on wait times; provides direction to the next step in the treatment process

Understand Insurance verification process and data entry into EMR

Provides solutions to patient problems and recognizes and seeks help in emergent/ hazardous situations

Completes patient check-in/out procedures when necessary

Obtains and accurately documents of each patient.

Maintains examination room and stocks if necessary

Adheres to infection control/safety guidelines and patient confidentiality policies



Performs other duties as assigned

Acts with honesty and integrity in all business transactions, including, but not limited to, employment applications/resumes, patient records, time records, and financial transactions

## Requirements

Experience with MS Word and MS Excel, knowledge of HIPAA, ability to work independently and as a team

Knowledge of office equipment to include fax, scanner, and copy machine

Must be willing to travel as needed to other clinics

Must maintain regular and sustained attendance

Must be organized and detail-oriented

High School graduate or equivalent

College work preferred

Language: Spanish (Preferred)